

Information Technology Issues

April 2016

1. Legislator E-mail - Darrin McLean

The Legislative Branch offers legislators the ability to conduct legislative business with the use of a State-administered e-mail account. When establishing an MT.GOV e-mail account there are some administration differences between a personal e-mail account such as Gmail, Yahoo, or Outlook.com and an enterprise-based e-mail service. The MT.GOV e-mail account enables the OLIT staff, when asked, to perform a "public right to know" search of a state-owned e-mail account for specific information. Access to e-mail through these accounts is intended to be through a web-based browser. These e-mail accounts are restricted to 250mb of stored e-mail and will need to be proactively monitored to maintain the ability to send and receive e-mails. Passwords will expire every 60 days and they are required to be changed in order to access the account. The naming convention for e-mail addresses has already been predetermined for these accounts. A legislator will receive the following address when receiving a MT.GOV account Rep.Firstname.Lastname@mt.gov or Sen.Firstname.Lastname@mt.gov.

2. Workflow Management - Darrin McLean

There is a need within the Branch to utilize a Workflow Management system to provide the set-up, performance, and monitoring of a defined sequence of tasks. Staff turnover and loss of institutional knowledge are factors in the need to create a framework of processes that can be captured and reproduced every two years would be advantageous. These workflow systems would be used to document, track, and plan business workflow and let business leaders collaborate with staff on where they are at in these processes.

3. IT Strategic Planning - Darrin McLean

Business Strategic Planning efforts will be coordinated with Division Directors, House and Senate administrative staff, and business unit managers to fully understand and document business initiatives. A better understanding by OLIT of the business goals and objectives of our organization, will allow us to produce information technology solutions that align with business needs. The information we get from this planning process will help develop our strategic plan with regards to resource planning, budget initiatives, and business trends to ensure that we are aligning our goals and objectives to meet those of our business.

4. Mobile Device Management (MDM) - Mike Allen

Currently legislators and legislative staff that want to receive MT.GOV e-mail on their smart phone or tablet can request it through an unmanaged mobile device application form. Users would enable the e-mail app on their mobile device to connect directly to the state e-mail server and receive MT.GOV e-mail. Starting July 1st this technology will change to ensure a higher level of security for mobile devices connecting to state e-mail. This new technology is provided

by a company called Airwatch. The Airwatch app is installed on each device receiving state e-mail. There are also policy changes related to the technology, such as passcode or passwords required on mobile devices. More information will be provided as the implementation date approaches.

5. Geographic Information Systems (GIS) - Steve Eller

The Branch has a largely unmet need for analyzing geographic (spatial) data and presenting the analysis in map form. Large amounts of the data that the Branch deals with can be presented better in map form rather than in tables. Once presented in map form, the viewer can better grasp what the data is saying. GIS systems can meet this need. The Branch currently uses GIS in its support of redistricting, interim committee work, and auditing but has not tapped into its full potential as of yet.

6. Enterprise Content Management (ECM) - Steve Eller

Enterprise content management is a formalized means of organizing and storing an organization's documents and other content that relates to the organization's processes. The term encompasses strategies, methods, and tools used throughout the life cycle of the content. ECM is an umbrella term covering document management, Web content management, search, collaboration, records management, digital asset management (DAM), workflow management, capture, and scanning. ECM is primarily aimed at managing the life cycle of information from initial publication or creation all the way through archival and eventual disposal. ECM aims to make the management of organizational information easier through simplifying storage, security, version control, process routing, and retention. The benefits to an organization include improved efficiency, better control, and reduced costs. The Branch currently has "islands" of content management, but it is not organized or cross-referenced into a holistic ECM resource.